

Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company	BSES Yamuna Power Ltd,New Delhi
Period of Report	November
Year	2017

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	53	1046	1099	1052	0	1052	47
Load reduction	Within ten days of acceptance of application, shall be effective from next	28	463	491	461	0	461	30
Change of category	As per Regulation 17 (5)	18	317	335	313	0	313	22
In case connection is denied after receipt of payment against demand note								
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent		No notice send to Consumers for downward revision						